



## **Minutes of the Patient Participation Group Meeting held on Monday, 14<sup>th</sup> April, 2014**

### **Agenda Item 1: Registration and Badges**

Prior to the meeting, name badges were handed out to all present.

Present: David Lloyd (Chair), Sheila Dale, Gordon Lovell, John West, Clive Robinson, Jan Lloyd, Allison Carlton, Dorothy Lloyd, Victoria Shiner, Nigel Vaughan, John Neale, Judith Westell, Fay Read, Christine Cartwright, Jane Hanlon (Practice Manager) and Angela Lovell (PPG Secretary).

### **Agenda Item 2: Apologies**

Apologies: Apologies were received from Mark Pitman, Steve Bates, Michael Whitehand, Maureen Gladwin, Anne Nash, Linda Boutin, Toni Rampello and Sylvia Ellwood.

### **Agenda Item 3: Adoption of minutes of the meeting held on Wednesday, 12<sup>th</sup> March, 2014**

These were accepted as an accurate record of the meeting and will be included on the web.

### **Agenda Item 4: Matters Arising**

#### (a) Red House Rovers

Judith reported that:-

- ❖ The last walk was in Loughton and en route they had hoped to go inside the church, which unfortunately was closed. It has been revamped and has lovely stained glass windows.
- ❖ The walking group are trying to have 2 walks a month with 2 weeks between.
- ❖ The next walk is around Caldecote Lake on 23<sup>rd</sup> April, meeting at the Windmill pub at 2 pm.
- ❖ The following 2 walks are on Thursday, 8<sup>th</sup> May meeting at 2 pm at the Toby Inn, Shenley Church End followed by a walk on Thursday, 22<sup>nd</sup> May meeting at the Surgery at 2 pm.

#### (b) Red House Champion

Jan updated us mentioning that there is nothing further to report at present.

#### (c) Patient Congress and MK Commissioning: Update

Victoria reported that:-

- ❖ There was a Congress meeting on Wednesday, 19<sup>th</sup> March, 2014.
- ❖ During the meeting, there was a talk given by Neil Carter, Patient Experience Lead, who reports to the Quality Committee, as do the Programme Boards.
- ❖ Congress explained its concerns about information from patients to the CCG not getting back properly. Neil has been offered a regular slot on Congress agenda to try and resolve this.

- ❖ Public Advisory Forum (PAF) update. Most of their meeting covered Beds and Milton Keynes Review.
- ❖ Feedback from all Programme Boards. It was suggested to set up a Best Practice PPG group who exchange by email to deal with these reports.
- ❖ National PPG week, 2-7 June. This is to raise awareness of the PPGs' purpose and to attract younger members, also fundraising etc.
- ❖ Healthwatch are to attend the next meeting to explain the difference in Healthwatch PPG role and Congress PPG members.
- ❖ Congress will be making a pack to help new members to Congress.
- ❖ Victoria will check the time limit one can be in the Congress.
- ❖ She is optimistic that next year will be better.
- ❖ Victoria informed us that she will be moving soon, no date yet, but thinks she will be here for our next PPG meeting. She was thanked for representing us on the Patient Congress.
- ❖ Steve is happy to take over temporarily as our representative on the Patient Congress when Victoria moves.

(d) Red House Horticulture

Angela updated us as follows:-

- ❖ The Spring flowers looked beautiful but now the leaves are obscuring the other plants. It was decided to lift the daffodil bulbs and purchase more for next Spring.
- ❖ John (N) asked for help on 1<sup>st</sup> May to remove the low tree shoots around a tree in the car park. Help was offered.
- ❖ The bushes at the front of the surgery require attention. Jane will arrange for this to be dealt with.

**Agenda Item 5. Stroke Care: Emergency travel time to Luton and Dunstable Hospital Stroke Care Unit and the 'golden hour' research undertaken by Steve Bates**

Following on from Janet Corbet's presentation at our last PPG meeting, Steve was concerned about the importance of early treatment and the time it takes to get to Luton and Dunstable Hospital.

- ❖ An example was given of the treatment received by a gentleman following a stroke. The paramedics were called, the patient received treatment in transit to Luton and Dunstable Hospital, and the hospital staff were waiting for his arrival. The feedback of his treatment was described as exemplary.
- ❖ Steve suggested that we have a speaker from the Ambulance Service and 111 and all present agreed this was a good suggestion. These will be added to a list of speakers for the future.

**Agenda Item 6. The PRG and PPG survey report. Publication of the final project report.**

David updated us as follows:-

- ❖ The final report was submitted before 31<sup>st</sup> March, 2014 which was the closing date.
- ❖ The report is now on the website.
- ❖ David hopes we will now be eligible for payment to the surgery.
- ❖ David was thanked for his work on the survey.

**Agenda Item 7. The NHS MK CCG GP Patient Survey Results, February 2014 league tables**

David drew our attention to this survey. Two tables were compiled indicating how good each Milton Keynes GP surgery is. Red House Surgery did well in both sectors.

### **Agenda Item 8. Future Visits**

- (a) To confirm arrangements for a further visit to the Safety Centre. John (N) mentioned that he would arrange a visit in the Autumn.
- (b) To confirm arrangements for a further visit to the MK Hospital Path Lab. Maureen was unable to attend the meeting therefore this will be discussed at the May PPG meeting.
- (c) To consider other visits. It was decided to arrange a visit to see the Wellcome Collection once rebuilding work is completed. Fay agreed to organise a visit there to possibly in August.

### **Agenda Item 9. Newsletter Update**

Allison updated us on the position of copy received for the newsletter.

- ❖ She thanked contributors for their articles.
- ❖ At present it is a little light regarding number of articles.
- ❖ Possible additions could be on HIV and a contribution from the 2 new doctors.

### **Agenda Item 10. News from the Surgery**

Jane reported that:-

- ❖ Dr Staten is not working at present due to family illness.
- ❖ Dr Morrison, who works on Mondays, leaves at the end of May.
- ❖ Tricia Morgan our HCA is leaving to work in the hospital.
- ❖ Erica Haines, who is an experienced Practice Nurse but who specializes in respiratory medicine, returned in January working 2 days a week. She will now be working full-time commencing in May and it is hoped she will undertake minor illness clinics in 2015. It was suggested that patients with respiratory problems can inform the receptionist in order that they will be given an appointment with Erica.
- ❖ The NAPP affiliation fee for the next year has been paid.
- ❖ There will be a website workshop on 8<sup>th</sup> May involving 8 people including representatives from the PPG to discuss how we can improve the site.
- ❖ A new table for the upstairs reception area will be delivered on 15<sup>th</sup> April.
- ❖ A neighbour to the rear of the surgery is not happy with the new car park lights saying that they are too bright. The lights do not reach the end of the car park and have purposely been sited low down. It seems difficult to protect the staff and patients with adequate lighting and not upset the neighbour. However, we will do all we can to try and resolve the problem.
- ❖ The opening hours at the surgery will continue as at present. Only one GP surgery in Bucks has bid for funding for additional opening hours 8am-8pm and that practice is based in Slough.
- ❖ The Knowles school have applied to change their playground in to a car park which may help with parents who use the surgery car park when dropping off and collecting their children.

### **Agenda Item 11. GP update**

There was no doctor in attendance.

### **Agenda Item 12. Any Other Business (AOB)**

#### (a) Magazines for Surgery

David drew our attention to a company who, for a charge, would send us copies of up-to-date magazines. This was discussed and it was decided not to take this up as between us we can donate suitable up-to-date magazines to the Surgery.

(b) Comments box

Jane asked if the PPG Comments Box is regularly checked. Angela will check with Rosi.

(c) Data sharing

David read an article from a daily newspaper informing readers that 56 organisations have been sold this information. This can result in unwelcome emails and correspondence. This was of concern and we were reminded that we can obtain a form from Reception to complete requesting that our medical information is not divulged.

(d) HIV

Jane informed us that HIV is a problem in Milton Keynes. The Practice will offer the HIV test to all new patients aged between 16 and 65 when they register.

(e) Speakers at our PPG meetings

Judith stepped down from being our Speaker organiser due to more commitment to the walking group as it is planned to increase the number of walks to 2 a month. Judith has arranged a speaker from Willen Hospice for our June PPG meeting and she will deal with this. She was thanked by all. Jan kindly offered to take over as speaker organiser. Speaker dates for 2014 are 11<sup>th</sup> June, 12<sup>th</sup> August, 13<sup>th</sup> October and 11<sup>th</sup> November. It was suggested that the Ambulance Service and 111 Service would be good topics. Christine to arrange tokens of appreciation for all speakers.

(f) Bedfordshire and Milton Keynes Healthcare Review

We were informed that Milton Keynes have 4 participation forums meetings, 2 of which have already been held and a further 2 are scheduled for 7<sup>th</sup> May and 21 May 2014. A member of Congress attends each and will report back to the Congress.

*(These reviews are held in Milton Keynes and attended by Milton Keynes PPG members and Patient Congress members to represent all Milton Keynes patients. A similar Review is held in Bedford for the Bedford PPG and Patient Congress members who will represent the Bedford patients.)*

(g) May PPG meeting and AGM

Mention was made of having cheese and wine at the May meeting after the AGM and Jane agreed that the practice would organise this.

**Agenda Item 13. Dates of next PPG meetings**

Core Group meeting - Tuesday, 6<sup>th</sup> May 2014 at 12.30 pm

PPG meeting - Tuesday, 13<sup>th</sup> May at 6.15 pm